

In the Title:

Please replace the title at the top of page 1 of the original application with the following substitute title: Method and Apparatus for Compiling Performance Reports in a Contact Center using the Internet.

In the Specification:

Please replace the last paragraph on page 3 and continuing to the first three lines of page 4 of the original specification with the following replacement paragraph:

In general, the e-mail server 30, instant messaging server 32, chat room server 34 and VoIP server 40 may be provided for the routing of information between clients 12, 14 and agents 20, 22. Contacts from clients 12, 14 may be coupled to the contact center 18, for example via an internet 16 as shown, detected by the contact center 18 and assigned to an agent 20, 22. The detection of the contact and assignment to an agent 20, 22 by the contact center 18 and the routing of information between the client 12, 14 and agent 20, 22 are handled in a manner that is transparent to the client 12, 14.

In the claims:

1. (Currently Amended) A method of compiling performance reports in a contact center serving a plurality of clients ~~through the Internet~~ using a plurality of agents, such method comprising the steps of:

opening a transaction file for saving information about asynchronous~~Internet exchanges~~ transactions between an agent of the plurality of agents and a client of the plurality of clients;

measuring indicia of activity for the asynchronous~~Internet exchanges~~ transactions between the agent and client including a duration value which reflects effort associated with each transmission within each transaction;

adding the measured indicia of activity to the transaction file; and  
compiling a report based upon the transaction file.